

**Continuum of Care Reform (CCR)
Performance Measures and Outcomes Meeting Notes
November 7, 2013**

Participants:

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Review of Action Items: Satisfaction Survey

- We have proposed YSS survey at the group's recommendation;
- CDSS Debbie Williams' group administered pilot survey on Oct. 23, 2013 to TLC Child & Family Services in Sebastopol, CA; survey was given to ages 13 and above. (group home had wifi connection in library and laptops where youth were able to take survey in privacy);
- The survey is web based and can be done via smart phone;
- It has been found that young people have more access to internet;
- CYC youth provided info that Internet can also be accessed from ipods;
- Survey is a link; youth can log on using their DOB;
- Although pilot survey was administered to a larger group home provider, it makes sense that survey be repeated locally; maybe we can use a smaller provider this time for the pilot? and

- AB 196 bill required CDSS, to develop and implement a foster parent evaluation process, and required that evaluation process to allow foster youth over 10 years of age and non-minor dependents to provide feedback on the quality of care received in licensed or certified foster homes and group homes at least every 6 months and upon any exit from those homes

Steering committee update:

- Oct. 9, 2013, Steering committee met; and brought all 3 groups up to date on each other's progress; PMO, Fiscal, and Program workgroup met, and discussed that all 3 groups were consistent with the input they were getting from stakeholders:
 1. Preliminary recommendations that will be obligated by 2014 to submit a reform package for further legislative action; this is an outside deadline; we can provide legislative actions this year if we can do something early
 2. Preliminary Recommendations of CCR (13 page doc distributed at Steering and given to this workgroup on this date) This doc presents a number of areas that all 3 workgroups are covering and outlines the work; there is some legislative action that is being suggested ;
 - ex; some level of education should be mandatory of group home providers; and
 - a standardized assessment process to ensure consistency.
 3. It is being documented in Statute, the different domains that will be reflected in legislature;
 4. Ways for reimbursement to providers;
 5. Ensuring a re-examination of kids that have been in a group home for longer than one year; and
 6. There is a set of core services we are recommending every kid gets.

Megan Stout presented the 7 core services:

1. A team that makes decisions together;
2. Intensive treatment; from mental health;

3. Community services and support to youth and community;
 4. Establishing permanent connections; family finding and engagement;
 5. Health support; supporting physical, health, mental psychological;
 6. Educational support –linking them to tutoring, transportation;
 7. Transitions: life-skills ;identifying youth's needs to see what skills are needed to prepare youth for adulthood – after care supports: provider agency will support and maintain youth whether youth will be with bio family or group home family;
- CYC requested to see survey after its pilot;
 - Only a portion of the youth and families participated in the survey;
 - This survey is voluntary and is more about the individual;
 - The question is still out there; how do we use the survey and what weight does it offer? and
 - CYC asked the question: if youth did not like how they answered a question, will they have opportunity to go back and add to the survey?
 - Debbie will send link to CYC, and gave information to group that the survey will have a phone number on first page and at end of survey on last page so if youth have questions, they can contact a helpline;
 - What would be helpful would be some immediate feedback from the survey?
 - Anyone that has been in the facility 3 months or more should take survey;
 - We do have data and we can use it and that's what is being done; (4 page data doc provided to group about Domains workgroup came up with);
 - Workgroup is assuming that we will be looking at individual settings and look at it as 6 beds or more;
 - There are some non-profit agencies that might have 6-bed group homes or might have a campus and multiple 6-bed communities, etc.
 - Some are multi-faceted agencies and some group homes may be one campus have and have 30 beds, etc.
 - This is pulling data from the case management;
 - This report is posted on dept. website and is updated quarterly;
 - We will now have kids exiting at different stages because of AB 12;

- PMO workgroup is still questioning: what do we consider success?
- Kevin's view is that we are still not finished with our work;
- It is not our expectation that extended foster care means that all youth are staying thru 21: Some may exit at 19 , some exit at 20;
- Dr. Emily Putman-Putman-Hornstein reported: One out of 3 female youth will parent a child and we need to think how to care for that youth and their child;
- CYC stated that these parenting issues were always happening, but now we as CDSS, are just thinking about this now;
- Looking at the parenting function is really important;
- At the county level, it is viewed negatively when youth move; ex: when youth moves from a SILP to NREFM, it is considered a move;
- Currently, youth are not being reported to the federal government;
- Kevin is part of workgroup that is devising a project that will replace the currently used CWS/CMS system, which social workers have been using since it was created in 1989;
- A key feature that will be created is the ability to exchange info such as how Facebook exchanges information from Google, Yahoo, email, Pandora, etc.
- What we hope to make as a key feature is that technology that will be able to exchange data from many systems;
- We are currently trying to put our "shopping list" together for what we want this new product to have the capability to do;
- We know what we need to buy, but it is still taking so long to buy this new tool; there might be 4 more years;
- We don't want to wait too long to get a new tool, if we can exchange info now;
- Are other states doing this model? There are some states that have updated tech; Virginia has updated technology, along with Virginia and Oklahoma;
- CDSS can think about if we were going to give a survey every 6 months; we could gather information;

- If we had data partnerships now, there could be so much more information that could be shared;
- Dr. Putman-Hornstein is a pioneering matching big sources of data such as: 60% to 70% of males in foster care have been incarcerated. Ex: We can take the full roster of prisoners and take a roster of CMS and see if it matches;
- If data can be streamlined, it can be easier;
- CDSS has always been pro-active as to how we can use the data; and that is not always true with the other agencies; and
- We are using a dinosaur system but we are trying to develop a partnership with other sources of data.

Data Exchange with Dept. of Education

- There are 3 issues going on currently:
 - How are foster youth doing in school?
 - Berkeley will take this data and look at it from a foster care level; and
 - A report from “West End” was in collaboration with the Stewart foundation.
- This report will be completed 3 times a year.

Current and future Data Exchange Partnerships

Dept. of Justice:

- We also have a prison population and we will soon be receiving data from that; and
- Berkeley will receive info from DOJ of arrest and conviction information.

Health Care Services

- Another data exchange is with dept. of Health Care services: we can use claim data for drug and alcohol treatment- such as, which youth received what kind of a drug treatment? We will also try to access psychotropic drug information; and
- We are also trying to have Mental health services exchange data as a result of Katie A.

CalWORKS and Eligibility Programs

- We also have data from Linkages and child support services to see how many families are involved; and
- Goal by 2020: on one desk top there should be one tool that can retrieve different sources of data.

Integrated Indicators

- We should be looking at performance indicators for the future;
- Dr. Putman-Hornstein will draft some very general ideas before our next meeting; and
- Since we have the legislature involved, we can think about getting:
 1. If we don't have data sources, what should we have access to?
 2. What data do we need? Advantage is that Obama had asked Fed agencies to share data; and
- Philosophy of data exchange is: it's ok to get into each other's business because it's everybody's business.
- We need to have a blanket statement that we have this group of special needs kids that are so few of such a big system that the kids get lost into the system; and
- Dr. Putman-Hornstein will work on the integrated indicators.

Others

- There is an existing system where the Feds and the State evaluate whether we were successful or not: ex: how long does it take for a social worker to get out to a case? What are all those measures, and is there a better way to get those measures? and
- We are trying to create a sort of “Yelp” for social workers.

Next meeting will be 3 hours on Dec. 12, 2013.